

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Duane Firman  
Serial No.: 10/624,160  
Filed: July 21, 2003  
For: METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR  
CORRECTING ERRORS IN SERVICE ORDERS

Confirmation No.: 6490  
Group Art Unit: 2179  
Examiner: Tuyetlien T. Tran

November 19, 2010

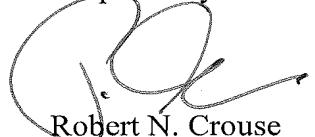
Commissioner for Patents  
Box 1450  
Alexandria, VA 22313-1450

**SECOND STATUS INQUIRY**

Sir:

Applicants respectfully inquire as to the status of the above-identified patent application, and when the next communication from the U.S. Patent and Trademark Office regarding this application can be expected.

Respectfully submitted,



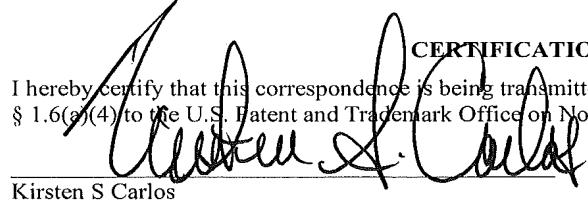
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**CERTIFICATION OF TRANSMISSION**

I hereby certify that this correspondence is being transmitted via the Office electronic filing system in accordance with § 1.6(a)(4) to the U.S. Patent and Trademark Office on November 18, 2010.



Kirsten S. Carlos